

Service and Administration Policies
Kirkwood Public Library

ARTICLE III.
Service Policies

Section 1. Individuals

A. Library service, both to those who enter the library and to those who cannot, shall be based on the principle that an individual may be motivated to seek books and other library materials, assisted in locating appropriate materials and information, and helped in the mechanics of the use of the library materials insofar as time and resources are available. Materials that are not owned by the library and are not to be purchased shall be made available, when possible, for patrons through interlibrary loan, or Info Pass from other libraries.

B. Guidance to the individual may be by personal consultation, lists of materials, displays, instruction in use of the library, use of online services, as well as through group participation in library related activities, and through means of mass media.

Section 2. Groups -- Appropriate means shall be used to encourage the use of books and other materials, either in the library or community, through the availability of library material-related programs. Assistance to groups may include furnishing materials related to group programs and providing speakers on the resources and services of the library including community bulletin boards.

Section 3. Community Relations -- It shall be the objective of this library to involve the interest of citizens of the community in the development and use of their library. Specific statements are given below.

A. Friends of the Kirkwood Public Library -- The Board welcomes the interest of this group which was formed for the purpose of increasing, improving and making better known the resources and services of our library. Books and other materials withdrawn from the library's collection may be given to the Friends. Such items may then be sold and the proceeds used to fund library programming and other services.

B. Foundations -- The Kirkwood Public Library Foundation was established in 1996 to support the Library in fulfilling the growing needs of the community. It is governed by a board of directors comprised of volunteers dedicated to helping the community through improvements to the Library. An independent, charitable organization, the Foundation solicits, receives and administers gifts for the Library's benefit. Gifts may be unrestricted or placed in a permanent endowment.

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C. Organized Groups -- The library shall seek and sustain cooperation with organized groups in the community, toward realizing the objectives of the library.

D. Communications -- Members of the community wishing to be heard by the Board on any matter may communicate through letter to the Board President or any member of this Board. The Board welcomes residents to attend Board meetings. Those bringing matters before the Board are asked to limit their remarks to no more than five minutes and to give their name and address. Because agendas of meetings are set in advance, no discussion of a presenter's topic will take place at that meeting. The Board will give careful consideration to patrons' concerns and will respond.

E. Annual Report -- An annual summary of the activities and services of the library shall be prepared and made available for the public.

F. Public Library-School Library Relationship

1. It is recognized that there is an inter-relationship of libraries of all types, and that services may overlap between public and non-public libraries. The following definitions of the differing responsibilities of the public library and the school library shall be a guide in the development of complementary services.

2. The Public Library is designed to serve the reading, information and recreation needs, interests and purposes of all the people of all ages in its area. It is the community's major center for reliable information with a clientele as broad and varied as the community itself. Library users are served on an individual basis, as well as in groups. The use of a public library is characterized by its voluntary nature and its informality. The public library complements and supplements the school library (media center) but carries the broader responsibility to the total community. As part of its program, the public library supplies children and youth with services and materials primarily to satisfy their self-motivated interests. At the same time, it is recognized that the library is also used by students after school hours for research in fulfilling their assignments.

3. The School Library (Media Center) is designed for children and young people engaged in the formal learning process. It supports the curriculum and meets educational needs through materials and services. It also provides for leisure activities as well as independent study not directed by formal learning experiences. It reflects the philosophy and objectives of the school program. The media center is an instructional materials center or learning resource center and is a laboratory for research where students learn to develop library and study skills. The school librarian is a member of the teaching staff. As an essential part of the total school

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program, the provision for adequate, functioning school libraries is the responsibility of school authorities.

G. Gift Acceptance

1. The library will accept gifts for the benefit of the library unless such gifts can be construed as affecting the business judgment and relations of the staff or members of the Kirkwood Public Library Board of Trustees.
2. All donated materials brought to the Library are deemed to be gifts to the Library. Library materials accepted by the library are subject to the Collection Development Policy. Materials given to the library shall be the property of the library to be used or disposed of as staff deems appropriate. Materials not added to the library collection may be given to the Friends.
3. Evaluation of Gifts -- Requests for price evaluation of gift materials shall be answered with the suggestion that the donor consult disinterested persons engaged in the business of buying and selling such materials who can give a fair market value. By law, the library is unable to furnish an appraisal for tax deduction purposes.
4. Memorials, Endowments, Commemorative Gifts -- Gifts for the enrichment of the library, other than library materials, shall be accepted on an individual basis and subject to review by the Kirkwood Public Library Board of Trustees.

H. Sponsorship Policy and Procedures

The Kirkwood Public Library welcomes sponsorship from local business, corporations, families and individuals. The aim of sponsorship is to obtain funding or in-kind support to provide services and equipment that may not otherwise be available. The Board of Trustees of Kirkwood Public Library believes that libraries play an essential role in the quality of life of our citizens and in this important function, the library should be supported through public funding. Therefore, sponsorship revenue should only be used to fund optional additional services or new, "start up" services.

Guiding Principles

The following principles will guide the Kirkwood Public Library in the solicitation and acceptance of gifts, grants or support to enhance or develop library programs and services:

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- All gifts, grants and/or support must further the library's mission, goals, objectives and priorities. They must not drive the library's agenda or priorities.
- All gifts, grants, and/or support must safeguard equity of access to library services. Sponsorship agreements must not give unfair advantage to, or cause discrimination against, sectors of the community.
- All gifts, grants and/or support must protect the principle of intellectual freedom. Sponsors may not direct the selection of collections or require endorsement of products or services.
- All gifts, grants and/or support must ensure the confidentiality of user records. The library will not sell or provide access to library records in exchange for gifts or support.
- All gifts, grants and/or support must leave open the opportunity for other actual or potential donors to have similar opportunities to provide support to the library.
- All gifts, grants and/or support should not allow direct marketing of products to children, except where relevant educational material is promoted in conjunction with programs.
- Gifts of books or other library materials will be accepted in accordance with terms outlined in the Kirkwood Public Library Collection Development Policy.

Recognition and Acknowledgement

To assure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the not-for-profit organizations and causes they are asked to support, the library declares that all donors have these rights:

- To be informed of the library's mission, of the way the library intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.
- To be informed of the identity of those serving on the library's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.
- To have access to the library's most recent financial statements.
- To be assured their gifts will be used for the purposes for which they were given.
- To receive appropriate acknowledgment and recognition.

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- To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.
- To expect that all relationships with individuals representing the library of interest to the donor will be professional in nature.
- To be informed whether those seeking donations are volunteers working on behalf of the library or hired solicitors.
- To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

The library will ensure that each sponsor receives acknowledgement and to the degree that the donor is willing, public recognition. The following guidelines will be used in providing acknowledgement to and recognition of sponsors:

- A letter of acknowledgement for gifts of money and in-kind support will be sent to all sponsors and a copy will be placed on file.
- Any special recognition agreements will be stipulated in the letter. If the gift is for furnishing, recognition of the gift will remain for the lifespan of the gift. The donor will be given the option to donate replacement furnishings in the future.
- Public acknowledgment of sponsorship in the library's promotional materials will normally be restricted to a statement of the sponsor's name and a display of logo. Standards controlling the size format and location of such acknowledgement will be developed by the library to ensure both consistency and quality of appearance. Such acknowledgement will not take precedence or have prominence over the library's own logo or promotional material.
- Acknowledgement of sponsorship may also take the following forms at the library's discretion:
 - Launch a special program or media campaign to announce the gift.
 - Sponsor's name on promotional materials.
 - Small standardized plaques may be placed on donated furniture or equipment.
 - Library bookplates.
- In all cases, the type and scope of donor recognition required by the donor will be weighed against the benefit to the library.
- The library reserves the right to rescind the recognition if the donor commits an unlawful act or engages in, or is discovered to have

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engaged in, conduct that would bring the library into disrepute by its association with the donor.

Approval

All gifts, grants or in-kind support given with special requirements must be approved by the Director. All gifts valued at \$5,000 or more must be accepted by the Board of Trustees as well as corporate gifts. The solicitation of gifts, grants or in-kind support by library staff and valued at over \$500 must receive prior approval of the Director.

Authority for Implementation

The library reserves the right to make decisions regarding the implementation of each grant, gift, or offer of in-kind support. Purchasing decisions, including type of equipment, materials, furnishings, and other components of a gift will reside with library management. All details as to design of programs and allocation of resources will also reside with library management.

Approved by Kirkwood Public Library Board of Trustees on January 20, 2010.

Section 4. Accessibility

- A.** The library welcomes all individuals who, by their presence, acknowledge their responsibility to maintain an atmosphere conducive to the best use of the library and its services. Behavior that is disruptive or detracts from that use will not be tolerated. Disruptive patrons may be asked to leave the library.
- B.** The rights of an individual to use the library, its services and its materials, shall not be denied or abridged because of age, race, religion, national origin, mental or physical handicap, or social or political views.
- C.** Parents are responsible for supervising their children in the use of the library and its materials. The library cannot assume the responsibility for children left unattended. The library is not responsible for materials used or borrowed by children that their parents may find objectionable.
- D.** Theft or failure to return materials and to pay appropriate charges, destruction or damage of library property shall be due cause for which the use of the library and/or its services may be denied. Municipal ordinances shall be enforced.

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E. Outreach -- The library acknowledges that there are residents of the community, both young and old, who, for whatever reason, cannot and/or do not avail themselves of the library's services and facilities. Furthermore, the library recognizes its responsibility to explore strategies for extending library service to these non-users and to implement these strategies when fiscally feasible.

F. Internet Access Policy -- A policy for the use of the Internet by the library's patrons has been developed, see Internet Policy, III, Section 7. For the Internet & Technology User Agreement see Appendix E.

G. Hours of Service -- The library shall be open the greatest number of hours needed by the community, subject to limitation of funds available to provide adequate staff. Any change in regular hours of service shall be subject to approval by the Board. Emergency closing shall be the responsibility of the Director.

H. Displays -- The use of library facilities for posters, flyers, pamphlets, displays, and exhibits, other than those that pertain to the library, shall be approved by the library Director or designee. Permission shall be given according to available space, timeliness, and relevance of the material to the civic, educational, cultural, recreational, and vocational service to the community. The library will not display personal advertisements or for-profit or commercial fundraising materials. Political materials displayed in the library must deal with issues only and will not espouse any individual candidate or candidates. The views expressed by such displays and literature exhibited in the library do not, necessarily, reflect the views of the library.

I. Book Returns -- For the convenience of the library's clientele, exterior book returns available 24 hours a day, seven days a week.

J. Behavior and Conduct on Library Property -- Each of our patrons has the right to use the library undisturbed and each library employee has the right to work without undue interference. All patrons should be free of any threat of harm, invasion of property, or gross indignity. Kirkwood Public Library has the right to maintain a clean, pleasant, and safe facility. In order to provide a proper environment for all persons, the following general rules of conduct apply to behavior on Kirkwood Public Library premises. The general rules of conduct set forth below are not intended to be all-inclusive. They merely indicate some of the activities that are not allowed.

1. Violations of Federal or State Law or Local Ordinances.

No person shall engage in any conduct which interferes with patrons or employees of Kirkwood Public Library, including, but not restricted to, the following:

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- Annoying, harassing, or threatening another person (physical, sexual, or verbal abuse of library users or library staff)
- Possessing any firearm, knife, or other weapon prohibited by City Ordinance or State Statutes
- Defacing, destroying, damaging or removing library property
- Using, possessing, or selling illegal drugs
- Stealing or taking property not his own
- Engaging in conduct which is a violation of any City Ordinance or State Statute on library property

Persons violating these rules are subject to the withholding of library privileges up to and including: First offense: library privileges will be revoked for one month. Second offense: library privileges will be revoked for six months. Third offense: library privileges will be revoked for one year.

2. Prohibitions by Library Policy. In addition, it is the policy of the Kirkwood Public Library to prohibit the following:

- Behaving in a disorderly, loud, disrespectful, disruptive, or boisterous manner
- Consuming alcoholic beverages, except at library-sanctioned events
- Remaining in the library after closing time
- Soliciting funds or panhandling
- Interfering with patrons' use of the library through poor personal hygiene
- Playing audio equipment without the use of headphones
- Campaigning, petitioning, interviewing, or surveying library patrons or staff in a manner which is disruptive to library activities
- Blocking entrances, doorways, or stairs
- Entering non-public areas of the library
- Leaving children who are less than eight years old unattended
- Bringing animals on library premises, other than assist animals
- Consuming food and drink, except in covered containers. In addition, all food and drink is prohibited in computer areas.

If the conduct continues, the offender will be ordered to leave the premises and library privileges will be revoked. Persons who violate the rules listed above are subject to the withholding of library privileges up to and including: First offense: Patron will be evicted from the library and prohibited from returning for the remainder of the day. Second offense: Patron will be evicted from the library and library privileges will be revoked for a period of one week. Repeat offenses: Library privileges will be revoked for a period of six months.

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3. Notification Procedures.

Library privileges suspended for one week or less may be rescinded by the Director or designee for these violations of Library Policy. Patrons will be notified verbally, and in the case of minors, the parent or guardian will also be notified verbally.

The Director of the Library or designee will notify patrons whose library privileges have been revoked for a six month period or more by means of written correspondence via certified mail to the involved patron's last known address. Patrons who have this action pending against them will be given an opportunity to submit information, in writing or in person to the Director or her designee.

If a patron has library privileges revoked or rescinded, staff should document the incident.

In situations in which staff, in their sole judgment, believe the conduct is unacceptably offensive, serious, threatening, or malicious, then staff may expel an offender without warning. Failure to comply with an order to leave the premises will result in the police being summoned and a charge of trespass being issued (1-20-10).

L. Surveys, Solicitation and Literature Distribution

1. Gathering petition signatures is not allowed within the library building. It is allowed on library property so long as doing so does not obstruct the library's entrances or exits.

2. Distribution of literature on Election Day is restricted, by law, to no less than 100 feet from the entrance to the building that houses the voting. Violations should be reported to the Booth Official or to the Board of Elections.

3. Surveys -- In order to plan for new or improved services, the library may survey its patrons or other residents of the community. These surveys may be conducted in the library buildings, by telephone or by mail, online or by any other appropriate method. Surveys may be designed and/or completed by staff or third party vendors or volunteers approved by the library. All survey instruments, methodology and implementation procedures must be approved by the Director prior to contacting any members of the public. Surveys of library staff may be conducted for the purpose of pre-testing public surveys, or to obtain staff opinions on services or personnel issues. Individuals or organizations that

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wish to conduct any type of library survey with staff or patrons must receive written permission from the Director.

4. Solicitation of the staff or the public, in ways which are of benefit to the library and/or its employees, is permitted as follows:

- Contributions from staff for established charities approved by the Board of Trustees such as United Way.
- Collections for staff gifts for personal reasons such as retirement, illness, and other activities as approved by the Director.
- Friends of the Library fundraising for library support such as book sales with prior approval and coordination with other activities by the Director.
- Solicitation of and/or distribution of literature to library employees by other employees may be permitted only in non-work areas and only during non-work time. Non-work areas are defined as staff rooms. Non-work time includes time allotted for lunch or dinner and break periods.
- In no event shall literature be left on tables or distributed in any manner other than directly to fellow employees, except for literature that specifically supports the library's goals for professional development in public service. Solicitation of and/or distribution of literature to library employees by other employees for any purpose is prohibited at all times in all work areas of the library.
- Any activities for non-profit, community organizations (i.e., sale of Girl Scout Cookies, band candy, etc.) may be permitted among staff in non-work areas during non-work hours. Any other activities of a profit-making nature are prohibited on Library premises.
- Other solicitation which specifically support the interests of this library or libraries in general, as approved by the Director.

5. Library staff have the ultimate authority to interpret disruptive behavior.

M. Kirkwood Public Library Technology Lab Policy – Patrons wishing to use the technology lab equipment are required to sign in at the Reference Desk. Use of the lab must be specific to the equipment in the lab. Patrons wishing to use the internet must use the public computers. Juveniles under 18 wishing to use the lab must have internet permission on file with the library. Patrons may use the lab for 2 hours. If additional time is needed and no other patrons are waiting, staff

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may extend the patron's time. (Approved by the Board of Trustees November 16, 2011)

Section 5.

A. Civic Responsibility -- As an institution of education for democratic living, the library shall provide accessibility to public records of the municipality of Kirkwood and Board of Education both as a depository (agendas, resolutions, minutes, budgets, annual reports, etc.) and as a place for disbursement of publications of a civic nature. To this end, display space shall be planned for posting information, both pro and con, regarding issues to be placed before the community for decision. During special voter registration drives, registrars may be provided by the Board of Election.

B. Exam Proctoring -- The Library offers proctoring services for a fee:

- For Kirkwood residents: \$25 per test date, \$5 for each additional test proctored the same date
- For nonresidents: \$35 per test date, \$5 for each additional test proctored the same date

An additional \$5 fee is charged if faxing is requested.
Any printing is 15 cents per page.

All exams are proctored by professional librarians, an appointment is necessary.

(For procedures manual and web site: Anyone wishing to have an examination proctored by the Library should instruct the examining institution to send exam materials to: Kirkwood Public Library, 140 E. Jefferson, Kirkwood, MO 63122
fax (314) 822-3755; e-mail: infoservices@kirkwoodpubliclibrary.org. For further information, telephone 314-821-5770 Ext. 1012.)

Section 6. Non-Smoking Policy -- Smoking shall not be permitted within the library building. Signs shall be posted to notify library patrons.

Section 7. Internet Policy -- To fulfill its mission of "providing information services and resources which enrich and enlighten the community", the Kirkwood Public Library provides access to Internet resources. While the Internet provides many valuable local, national and international sources of information, it is an unregulated medium. Some information found on the Internet may be inaccurate, incomplete, dated, or offensive to some individuals. The Library provides Internet Content Filtering Services as required by Federal and State law. This filtering service is provided with the understanding that no filter is perfect in blocking all Internet sites that are in conflict with federal or state law. A good information consumer must evaluate the validity and appropriateness of information found. If the individual is a minor, a parent or guardian must accept the responsibility for evaluating the validity and the appropriateness of the information.

Choosing and Evaluating Sources

The Internet is a series of communication linkages leading to a highly diverse array of information content. Library patrons use it at their own risk. In choosing linked sources for its web site, the Library follows its materials selection guidelines. Beyond this, the Library is not responsible for the content of the Internet, for changes in content of the sources to which the Library web pages link or for the content of sources accessed through secondary links. In an effort to assist its users, the Library has created web pages for the general population and for the young to help guide them to sources that are accurate, complete and current. In addition, the Library provides training classes for the public to assist individuals in using the Internet in an efficient and effective manner.

Access by Minors

Parents or legal guardians have the right and responsibility to determine which library materials are appropriate for their minor children. The Library affirms and acknowledges the rights and responsibilities of parents or legal guardians to determine and to monitor their minor children's access to library materials, including materials provided by the Library through its public Internet access. Parents or legal guardians should guide their minor children in the use of the Library's public Internet access and inform their minor children about materials that they do not wish them to view. In addition, the Library takes the following actions to assist minors in the safe and effective use of its public Internet access and to limit the exposure of minors to certain materials available on the Internet.

Materials "Harmful to Minors" and Materials "Inappropriate for Minors"

1. In order to use the Library's public Internet access, patrons under the age of 18 must have on file at the Kirkwood Public Library an Internet Access Permission Form signed by the minor and by the minor's parent or legal guardian.
2. Minors are prohibited from accessing or being exposed to materials on the Internet that are "harmful to minors," as defined by the Missouri Revised Statutes.
3. Minors are prohibited from access or being exposed to "inappropriate material on the Internet and World Wide Web" as defined by community standards, as required by the Federal *Neighborhood Children's Internet Protection Act (NCIPA)*. "Inappropriate material" includes:
 - Images of human beings that include full or partial nudity of the genital and/or breast areas of the body.
 - Images of human beings in sexually provocative poses that focus the viewer's attention on the genital or breast areas of the body, whether clothed or unclothed.

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- Images of human beings engaging in sexually provocative activities.
4. The Library staff develops and maintains special web pages with links to selected sites deemed useful, fun and appropriate for those under the age of 18.
 5. The Library staff distributes publications, such as *The Parent's Guide to the Internet*, to assist parents and legal guardians.

To prevent the intentional or unintentional exposure of minors to the materials defined above, the Library provides Internet Content Filtering Service as required by Federal and State law.

Adults and minors who fail to comply with this policy will have their Internet access terminated in accordance with the Library's established behavior policy.

No one, adult or minor, may use the Library's public Internet access to view illegal materials such as obscenity, child pornography or any other matter that the courts have ruled is not covered by the First Amendment to the U.S. Constitution. If Library staff have reason to suspect that the Library's public Internet access is being used to view illegal matter, the Library will take the appropriate action to notify law enforcement and to cooperate in the prosecution of offenders.

"Safety and Security of Minors When Using Electronic Mail, Chat Rooms and Other Forms of Direct Electronic Communications"

With the exception of electronic mail, chat rooms and other forms of direct electronic communication are not permitted from the Library's computers. For individuals under the age of 18, as part of the Internet Permission Form, the minor and his/her parent or legal guardian must sign for permission to use electronic mail by the minor.

"Unauthorized Access, Including So-Called 'Hacking' and Other Unlawful Activities Online"

All Library users are hereby advised that use of the Library's computers for hacking or any other unlawful activity is strictly prohibited. (Unlawful activity means any activity that violates Federal, state or local law.) Hacking includes, but is not limited to, corruption of or damage to equipment, software, or data belonging to the Library; changes to the setup or configuration of the software or hardware; and use in a manner that intentionally or negligently disrupts network use and services. Disruption includes, but is not limited to, the intentional or negligent propagation of computer viruses, the violation of personal privacy, and the unauthorized access to protected and private network resources.

"Unauthorized Disclosure, Use and Dissemination of Personal Identification Information Regarding Minors"

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- The Library urges minors to follow these safety guidelines:
- Never give out identifying information such as home address, school name, or telephone number.
- Let parents or guardians decide whether personal information such as age, marital status, or financial information should be revealed.
- Never arrange a face-to-face meeting with someone via the computer without parents' or guardians' approval.
- Never respond to messages that are suggestive, obscene, threatening, or make you uncomfortable.
- Have parents or guardians report an incident to the National Center for Missing and Exploited Children at 1-800-843-5678 if you become aware of the transmission of child pornography.
- Remember that people online may not be who they say they are.
- Remember that everything you read may not be true.

Rules Governing Use

The public must comply with all applicable Federal, state and local laws, including laws governing the transmission and dissemination of information while accessing the Internet. Due to the limited resources available for provision of public access to the Internet, the Library may set reasonable time, place and manner limits on use. The Library reserves the right to limit the time that an individual can devote to a single session.

Unacceptable Use Includes but is Not Limited to:

- Accessing any matter that is not protected by the First Amendment. This includes obscenity, child pornography and, for minors, "materials harmful to minors" as defined in Federal law and Missouri Revised Statutes 573.
- Accessing any matter "inappropriate for minors" in a way that intentionally or unintentionally exposes these materials to minors as defined by the *Neighborhood Children's Internet Protection Act (NCIPA)*.
- Use of the network to make unauthorized entry into other computational, informational or communication services or resources.
- Downloading or uploading to the hard drive (C drive).

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- Distribution of unsolicited advertising.
- Distribution of unsolicited bulk e-mail.
- Commercial activities, including but not limited to, commercial solicitation of business.
- Invasion of the privacy of others.
- Misrepresenting oneself as another user.
- Any attempt to modify or gain access to files, passwords or data belonging to another.
- Seeking disallowed access to any computer systems via the Internet.
- Any attempt to damage computer equipment or software.
- Any harassment, libeling or slandering of others.
- Using the Internet for any illegal activity, including violation of copyright or other rights of third parties, or in a manner inconsistent with the Library's tax-exempt status or its proper operation.
- Any other action that violates the "Acceptable Use Policy of MoreNet."

Violations of any part of this policy will result in the suspension or permanent revocation of the individual's use of library technology. Suspected illegal or criminal activities will result in the Library staff notifying law enforcement.

Public User's Security

Users should be aware that the Internet is not a secure medium and that third parties may be able to obtain information regarding users' activities. However the Kirkwood Public Library will not release information on the use of specific Internet resources by members of the public except as required by law or as necessary for the proper operation of the Library.

Compliance

The Library reserves the right to take appropriate action to insure compliance with this policy.

Guidelines on Access to Information

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The Kirkwood Public Library complies with Federal law and the Missouri Revised Statutes. The Kirkwood Public Library also follows the American Library Association's statements on access to information as contained in

- The Library Bill of Rights
- The Freedom to Read Statement
- Interpretations of the Library Bill of Rights, including *Free Access to Libraries for Minors* and *Access to Electronic Information Services and Resources*.

In general the Library's policy is guided by a commitment to free access to information for all users with reasonable limitations consistent with Federal and State law. Library policies attempt to provide appropriate protections for patrons consistent with the Library's longstanding commitment to the principle of free expression as set forth in the First Amendment of the U.S. Constitution.

Policy Subject to Revision

The Library's "Internet Policy" may be revised from time to time.

Adopted by the Kirkwood Public Library Board of Trustees on July 15, 2002.

Revised by the Kirkwood Public Library Board of Trustees on February 17, 2010.

Kirkwood Public Library Social Media Policy Adopted by Board of Trustees: May 18, 2011

Statement of Purpose

The Kirkwood Public Library (KPL) provides social networking opportunities that offer an extension of library services and resources to connect users to information, education and recreation. These online tools enable KPL users to share information and opinions about library issues and subjects with library staff and other patrons. KPL supports the idea of creating an environment for the purpose of bringing library users together.

Privacy Advisory

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Posted content by library staff and users on social networks created by KPL, including but not limited to KPL's Book Blog and Facebook page, can be seen by the local library community and web users everywhere, making all comments public record. The KPL reserves the right to modify or remove content that falls into the categories set forth below. To protect the privacy of individuals, social network users should not post personal information such as full name, age, school, address, phone number or library card number.

Rules for Commenting

KPL staff monitors comments and may remove comments including but not limited to:

- Plagiarized material
- Copyright violations
- Sexually explicit, obscene, hateful or racist comments
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Commercial promotion, advertisement, or spam
- Organized political activity
- Private or personal information published without consent of the individual.
- Photos or images which fall into any of the above categories

Posted comments signify such poster's agreement to follow these rules. Users found in violation may be prohibited from future postings.

No Liability Clause

Individuals take sole responsibility in using KPL's social networking sites. KPL is not responsible or liable for any social networking user on any message board, forum or any other area within the service. Posting content means that the user agrees to hold harmless and indemnify KPL and its officers and employees from and against all claims, judgments, costs (including attorney's fees), damages and liabilities resulting from or in relation to the user's comments, postings or opinions in any way. Any KPL link to an external website is not a sponsorship, authorization, affiliation or endorsement of that web site, including the products or services and owners of the website, by the KPL. The role and utility of social networking sites will be evaluated periodically by library staff, and may be terminated at any time without notice to subscribers.

Section 8. Phone Policy -- Business phones at Kirkwood Public Library are intended for use in the transaction of library business. Patrons expect to reach the library in a timely fashion. Staff members expect the availability of phone access to provide timely patron service. To assure that these expectations are met, the library has adopted the following policies regarding phone usage.

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Staff Phone Usage

Staff members are requested to keep personal calls to a minimum. Personal calls are limited to non-public areas of the building and should be of short duration.

Public Phone Usage

In general, use of the library's business phones by the public is prohibited.

In the case of emergencies, adults are permitted use of the library's business phones. A brief, local call to a family member or friend for emergency assistance is permitted.

In the case of emergencies, children are permitted use of the library's business phones. Also, a brief, local call to a family member for assistance, such as a ride home, is permitted. When possible, children under the age of 13 should be directed to the Children's Room for use of the phone.

Library Paging System

In the case of emergencies, calls to the library requesting that staff locate a patron are handled as time permits. Emergency use of the paging system is appropriate in such a case. Library staff will not search for a patron who does not respond to such a page nor take messages for later delivery.

Section 9. Meeting Room -- The Kirkwood Public Library maintains a meeting room for Library sponsored programs consistent with its mission "to provide resources which enrich and enlighten the community."

A. It is the policy of the Board of Trustees to allow use of the Library meeting room when the facilities are not needed for Library sponsored activities and events, or for activities and events sponsored by Library related organizations such as the Friends of the Library. When not needed for these purposes, the meeting rooms are available to the following: (a) local nonprofit organizations including Internal Revenue Code Section 501(c)(3) and (4) organizations and not-for-profit corporations; and (b) local businesses for community interests, and not for product sales purposes. Private social gatherings are prohibited. Teenage or children's groups may use the meeting room(s), provided they are supervised by an adult. The adult supervisor and the organization he/she represents will be responsible for any damage. Use of the meeting room(s) is limited to qualifying groups or organizations whose membership is composed primarily of residents of the City of Kirkwood, or to businesses that are located in or pay taxes to the Kirkwood Public Library. Such use by community organizations and groups may not disrupt the orderly conduct of the Library, its programs or activities.

B. The meeting room is available for use between the hours of 9:15AM and 8:45PM Monday-Thursday, between 9:15AM and 4:45PM Friday-Saturday, and

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between 1:15PM-4:45PM Sunday. Applications to use the meeting room shall be made at least one (1) week in advance and no longer than one (1) year prior to the scheduled meeting. The Youth Services staff accept applications and schedule the use of the meeting room. Scheduling is made on a first come, first serve basis. Prior use of the Library meeting room does not entitle any group or organization to future use. A completed application form and payment of all cost reimbursement charges is required before a meeting is scheduled. The Library reserves the right to revoke or modify permission to use the meeting room and to modify conditions imposed on the use of the meeting room when necessary to adapt to the operational needs of the Library or the needs of Library users.

C. Permission to use the meeting room is revocable and does not constitute a lease. Permission to use the meeting room does not imply that the Library, trustees, or staff endorses the aims, policies, activities or views of the group, organization or person(s) using the Library's meeting room. Questions regarding the appropriate use of the Library meeting room by any group or organization shall be referred to the Library director.

D. The Library reserves the right to attend any meeting held in its meeting room (except lawful executive sessions of governmental bodies) to ensure that no unlawful activities are occurring on Library premises. In the event of any unlawful activity or if a scheduled meeting becomes disruptive, the Library supervisor on duty may terminate the meeting and is authorized to call the police to enforce the termination if necessary. Such behavior shall be the basis for denial of all future use by the group or individuals. The Library may impose reasonable time, place and manner restrictions on the use of its meeting room to ensure that the orderly conduct of the Library is not disrupted; that public or private property is not damaged through the use of its facilities; and to ensure that the comfort, convenience, safety and welfare of the public is not disturbed. In compliance with ADA, the Library requires that groups or organizations using Library facilities do not discriminate on the basis of disability.

E. Rates: Noncommercial: \$10/4 hours (\$2 for each additional hour over the 4 hour minimum), Commercial: \$110/4 hours(\$20 for each additional hour over the 4 hour minimum). A cleanup charge of an additional \$15 per use will be charged to any group when light refreshments are served. All charges are nonrefundable if any organization or agency cancels a scheduled use of the meeting room(s) less than three (3) working days prior to the scheduled use

F. Rules for Use of Meeting Room:

- Generally, no group or organization may use the Library meeting room more often than once per month. Exceptions may be granted for workshops, seminars or educational classes, or for a special need with the approval of the Library

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Director. No more than two (2) such exceptions may be granted to the same group in a calendar year without approval of the Library Board of Trustees.

- Application must be filled out (appendix S)
- The meeting room shall be vacated at least 15 minutes prior to the Library closing.
- No signs, displays, decorations or exhibits may be attached to the doors, walls or windows of the room.
- Organizations shall accept responsibility to reimburse the Library for the repair of damaged equipment, repair of damage to the building interior, or for replacement of missing equipment.
- Organizations and the undersigned agree to indemnify and hold harmless the Library, its Board of Trustees, staff and agents, from and against any and all liabilities, losses, damages, costs and expenses of any kind which may be suffered by, incurred by or threatened against the Library, the Board of Trustees or any of its staff or other agents on account of or resulting from injury, or claim of injury, to person or property arising out of the organization's use of the Library. The Organization and the undersigned person designated on the application agree to accept responsibility and liability for any and all damages which may arise out of the Organization's use of the Library, including but not limited to damaged or missing equipment and fixtures, and any and all structural, interior, or exterior damage to the Library.
- The group or organization is responsible for setting up the meeting room, using the tables and chairs provided by the Library, and for breaking down the setup at the end of the meeting. No setup can begin until the previous program has exited the room. Library personnel are not available to assist in the setup or breakdown. The room must be left in the same condition in which it was found.
- A sign stating the maximum capacity of the room, as determined by the Fire Marshal, shall be posted in the room. Groups and organizations must comply with the posted capacity.
- At any program or event where the attendance is anticipated to be near capacity a maximum attendance must be stated, advance registration required, and tickets distributed to insure that capacity is not exceeded.
- Nothing may be stored or set in the downstairs hallways
- Organizations may provide light refreshments that involve no cooking in the meeting room. Refreshments may be setup and served only inside the meeting room. Refreshments may not be setup and served in the hallways. Food and nonalcoholic beverages are allowed. The Library provides trash receptacles in

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the meeting room. The group or organization is responsible for cleaning up any spills and disposing of all trash in the available receptacles.

- If the Library closes due to inclement weather or other emergency, the meeting room will not be available for the scheduled use. In such instances, Library staff shall make their best effort to call the contact person for the group or organization that scheduled the use and notify him/her of the cancellation in a timely manner. A refund will be granted.
- Any group or organization that has scheduled a use of the Library meeting room, and subsequently determines that use is no longer needed, shall notify the Library of the cancellation in a timely manner. Groups or organizations that fail to notify the Library of a cancellation at least 24 hours prior to the scheduled use shall forfeit any further use of the Library meeting room for period not to exceed six months. Charges are nonrefundable if the organization or agency cancels a scheduled use of the meeting room(s) less than three (3) working days prior to the scheduled use.

Approved by the Board of Trustees: June 16, 2010

Revised by the Board of Trustees: July 21, 2010